

Collaboration: An Update

GSA

Collaboration: An Update

- What is collaboration?
- Collaborative work
- Collaborative innovation and problem solving

What is Collaboration?



**Collaboration is people
working together**

The problem is...

Collaborative work often
feels like this...



Image from <http://www.dailymail.co.uk/health/article-1205669/Is-multi-tasking-bad-brain-Experts-reveal-hidden-perils-juggling-jobs.html>

Not like this



What should we
stare at all day?

What we stare at now

The screenshot shows the IBM Lotus Notes email client interface. The top bar displays the user's name, "Casey J. Burns", and the current view, "Inbox". The left sidebar contains a navigation pane with folders like "Inbox (149)", "Drafts", "Sent", "Follow Up", "Trash", "Views", "Folders", and "Tools". The main pane shows a list of emails with columns for "Who", "Date", "Time", "Size", and "Subject". The selected email is from "GSA Info" with the subject "Weekly Transformation Update". The preview pane at the bottom shows the email content, which includes a header with "1800 F TRANSFORMATION" and a building image, followed by a paragraph of text about the move to Constitution Square.

Who	Date	Time	Size	Subject
Lydia E. Dawson	08/31/2010	07:26 AM	1,191,876	Fw: Clarification of Planview's Role in the GSA Convergence Bid
GSA Solutions	08/30/2010	06:16 PM	41,127	If Your Preferred Hotel is Unavailable, Use the FedRooms® "Search by Address" Feature!
Clyde Frazier Jr.	08/30/2010	06:11 PM	2,193	Re: Personal Travel to South Africa
Teresa G. Blake	08/30/2010	05:45 PM	10,190	Re: Email Cloud Collaboration Clarifications
Stacy E. Buechele	08/30/2010	05:39 PM	7,516	Re: Please save the date: Oct 25-29, 2010
Ty A. Brickhouse	08/30/2010	05:31 PM	142,013	Memo coming from Tony for launch
Ty A. Brickhouse	08/30/2010	05:03 PM	114,652	Re: Tony Costa Associate Administrator Mailin Database
Anthony Costa	08/30/2010	04:45 PM	32,687	Fw: Welcome Back
Anthony Costa	08/30/2010	04:38 PM	110,622	Re: Tony Costa Associate Administrator Mailin Database
Ty A. Brickhouse	08/30/2010	04:36 PM	77,936	Re: Tony Costa Associate Administrator Mailin Database
Teresa D. Sorrenti	08/30/2010	04:29 PM	2,826	Rescheduled: Forrester and Gartner input on collaboration platform marketplace (Aug 31 02:00 PM EDT in 3238)
Lydia E. Dawson	08/30/2010	04:27 PM	20,621	Re: Fw: GSA Collaboration Solutions Convergence Proposal Submission - CLARIFICATION REQUESTED
Lydia E. Dawson	08/30/2010	04:19 PM	11,370	Fw: Planview Technical Proposal to GSA Convergence RFQ Attached - CLARIFICATION REQUESTED
Alexander Yem	08/30/2010	04:18 PM	6,088	Re: Clarification Questions for Solutions Convergence Proposals
Lydia E. Dawson	08/30/2010	04:18 PM	6,088	Fw: GSA Collaboration Solutions Convergence Proposal Submission - CLARIFICATION REQUESTED
GSA Info	08/30/2010	03:48 PM	28,723	Weekly Transformation Update

From: GSA Info
Subject: Weekly Transformation Update
To: Casey J. Burns
cc: Casey J. Burns

1800 F TRANSFORMATION

Here is your weekly update from the Swing Team:

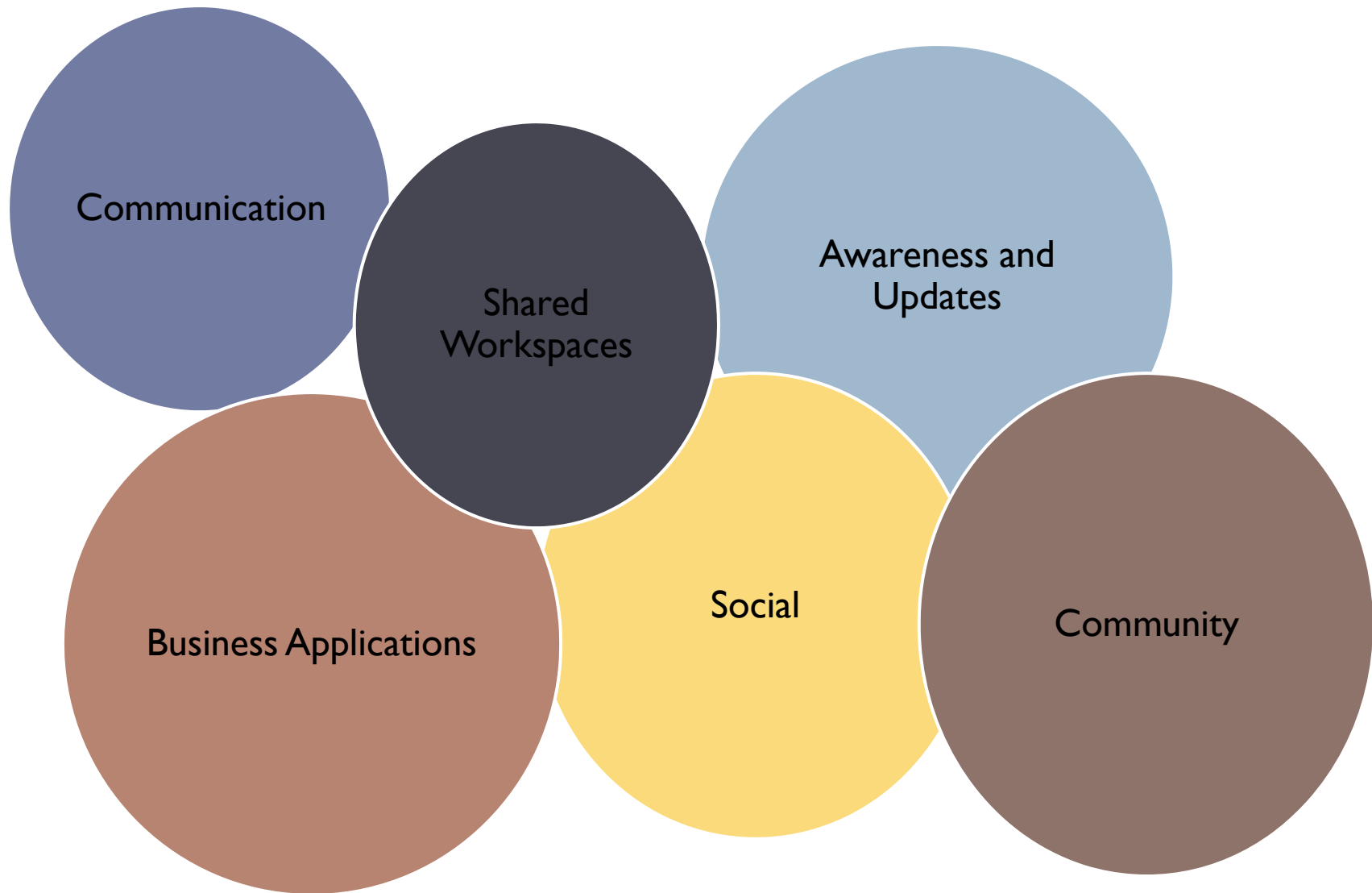
Dig, Discover, Display!

Obsolete files, dried-out pens... is that a floppy disk? As you are cleaning out your workspaces in preparation for the move to Constitution Square or if you're staying at 1800 F, there's no doubt you've uncovered evidence of ancient times. Most of these artifacts are better left to the recycling sorting pile. But one or two may warrant an extra look. If you have recently discovered any items of historical interest to GSA, please let us know! We are putting out a call for black-and-white photos, vintage documents, old commemorative items, and even old tools of the trade like drafting sets. If you have any items, drop them off in Room 6D11 (Lou Williams' office.) We've already collected some remarkable souvenirs of GSA history, and look forward to seeing more. These images and objects will go on display in a gallery at Constitution Square and then return to 1800 F Street upon completion of its renovation as part of an exhibition space.

What should we
stare at next?



The Elements of a New Work Place



Collaboration is critical to
innovation

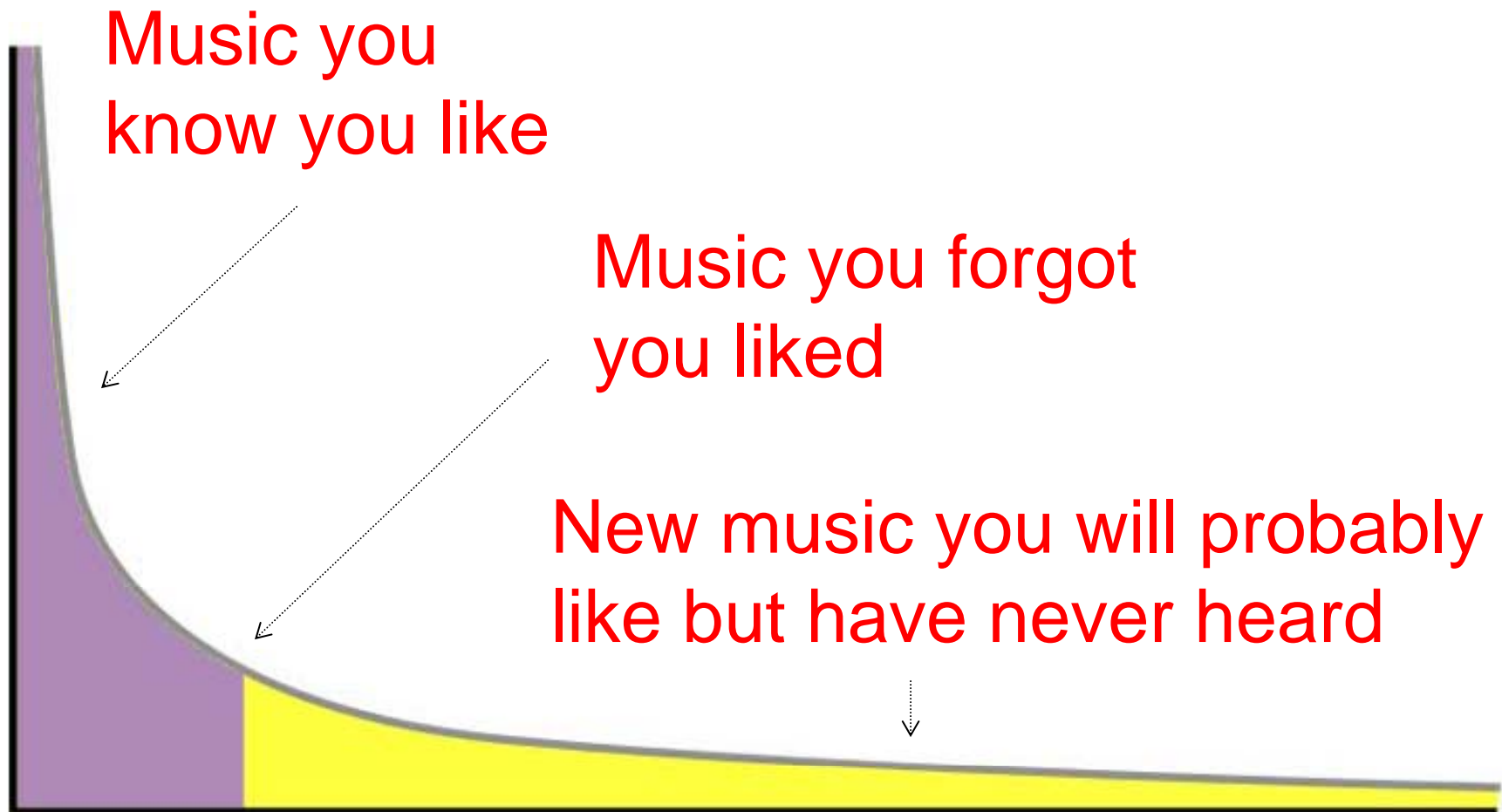
Why?

The Long Tail

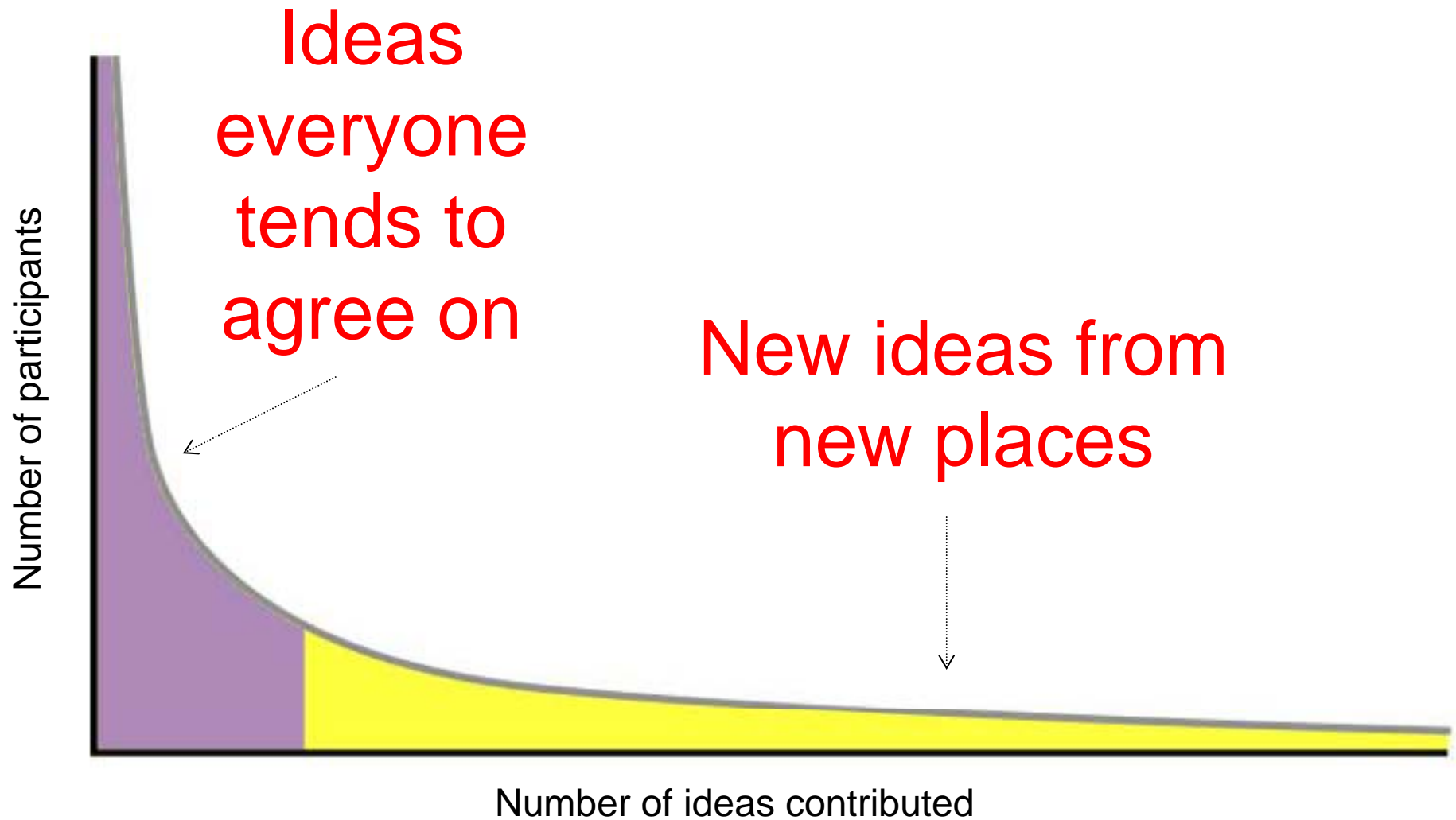
The Long Tail in Daily Life



Pandora's Long Tail



Heads or Tails?



What's in the Head and Tail?

Head

Shared opinion

Agreement


Alignment

Tail

Diversity of opinion

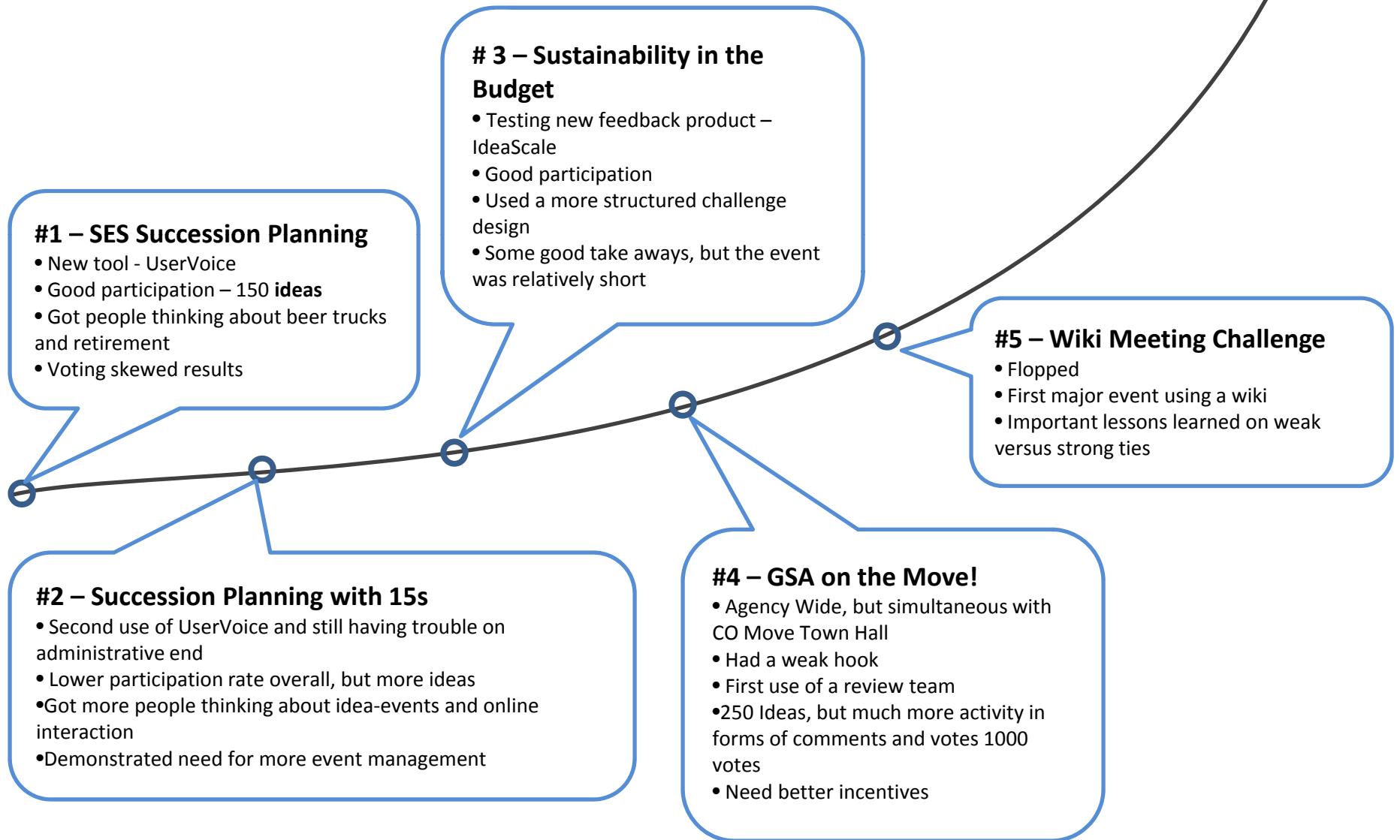
Difference

Richness



Collaborative Innovation and Problem Solving: Lessons Learned

Collaboration Lessons Learned



Elements of Successful Collaborative Events

- The audience is able to answer the question
- The “ask” is simple
- The problem statement is specific
- The audience has passion about the issue
- Good ideas are recognized and implemented

What's Next?

The Recovery Event



Event Overview

- What: Discover how we did business differently during our Recovery efforts
- Why: To improve GSA's service delivery and operational effectiveness by implementing the most successful business practices from the Recovery effort
- How: Collaborative discovery using the Web

Want to get involved?

We are looking for a project managers and team members to support the next “events”



Questions?